

MINUTES of the meeting of the **ADULT SOCIAL CARE SELECT COMMITTEE** held at 10:00am on Thursday 01 July 2010.

These minutes will be confirmed by the Select Committee at its meeting on Wednesday 22 September 2010.

Members:

- * Chris Pitt (Chairman)
- * Tony Samuels (Vice-Chairman)
- * Michael Sydney
- Jonathan Lord
- Liz Bowes
- Ben Carasco
- * Ernest Mallett
- * Mel Few
- * Fiona White
- Caroline Nichols
- Victor Agarwal

Ex officio Members:

Mr Geoff Marlow (Chairman of the Council)
Mrs Lavinia Sealy (Vice-Chairman of the Council)

Substitutes:

Elizabeth Compton was substitute for Ben Carasco and Angela Fraser substituted for Liz Bowes.

* = Present

PART 1
IN PUBLIC

52/10 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

There were apologies from Ben Carasco, Liz Bowes and Victor Agarwal.

53/10 MINUTES OF THE PREVIOUS MEETING [Item 2]

The minutes of the previous meeting were agreed as an accurate reflection of the meeting.

54/10 DECLARATIONS OF INTEREST [Item 3]

There were no declarations of interest.

55/10 QUESTIONS AND PETITIONS [Item 4]

There were no questions or petitions.

56/10 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE [Item 5]

There were no responses from the Cabinet.

57/10 PRF MONITORING GROUP [Item 6]

Key Points Raised During the Discussion:

- The spokesman of the group highlighted that they were happy with the progress of the group.
- The group raised concerns about how to tackle the 15 highest cost suppliers. The group was also working on suppliers of physically disabled. Councillor Mel Few would be invited to be involved.

58/10 CARERS STRATEGY [Item 7]

Declarations of Interest:

None

Witnesses:

Sarah Mitchell, Director Adult Social Care
John Bangs, Policy and Development Manager
John Bale, Action for Carers Surrey
Jane Thornton, Action for Carers Surrey

Anna Sartori, Surrey Coalition of Disabled People

Key Points Raised During the Discussion:

- The Policy and Development Manager introduced the report and outlined 2 topical updates. It was expected that Westminster would announce a refresh strategy, with more targets to drive it forward. Specific recommendations within it focussed on comprehensive spending review. Strategy needs
- The Department of Health published new significant information to override figures in the report based on 2001 census. This found a far higher level of care being undertaken than was exposed in the 2001 census. The number of carers caring for more than 50 hours per week has more than doubled.
- Action for Carers was happy with direction but outlined serious concerns with assessments for Mental Health. The Director of Adult Social Care described how the assessments were made and how they were managed.
- The Director of Adult Social Care was due to meet with Director of the Surrey and Borders Partnership Foundation Trust to target concerns made from carers.
- Surrey County Council and Action for Carers had been working hard to identify carers who had not been receiving services. These numbers will expand in the future.
- Current assessment measures and performance were being managed tightly. A comprehensive performance plan has been put in place to monitor this.
- By 25 May 2010, 955 people had accessed Self Directed Support to the stage that a personal budget is calculated. Of these, there has been a carer's assessment in 429 cases, which represents 45% of assessments being made.
- Estimated that 10% of carers in Surrey receive support from Surrey
- As at end of May 2010, 735 people having support following a carers assessment. Some teams have a high performance for carers assessments whilst others have low. Some of these discrepancies could be addressed by attitude and culture. Robust performance management has been put in place to help underachieving teams.
- Each assessment should have a review on an annual basis.
- The figures in the report detailed the number of young carers who receive support from the services. The service had been working closely with schools to identify carers. Carers also need to be addressed during the assessment process.
- The Members questioned what had been done to improve areas where problems have been identified?
- Concerns were raised that carers were not getting the support from Health services that they need. Although Surrey County Council had been working jointly with health to improve this, it has been difficult

ITEM 2

to change the long-standing attitude towards carers from the health service. There is a need to push forward the cooperation with social care services.

- A new protocol was being developed with the NHS about patient confidentiality for carers who are not immediate family. It was felt that non-family carers should have more rights when decisions were being made.

Recommendation to Officers:

- That the Chairman of Committee writes to the Cabinet Member for Adult social Care to lobby SBPT to improve the level of carer's assessment. **Action for Jen Stapley / Chris Pitt**
- Carer Assessment Performance Plan to be forwarded to Members. **Action for Dave Sargeant.**
- Details of carer's projects to be forwarded to the Committee. **Action for Sarah Mitchell**
- Add update paper to FWP to discuss carer assessments and difficulties in working with Health service. **Action for Jen Stapley.**

59/10 TELECARE STRATEGY [Item 8]

Declarations of Interest:

None

Witnesses:

Sarah Mitchell, Director Adult Social Care
Bryn Morgan, Chubb
Alex Page, Telecare Services Manager, Mole Valley
Andrea Cannon, Supporting People Manager

Key Points Raised During the Discussion:

- Director of Adult Social Care outlined background of Telecare services in Surrey, which was followed by a presentation from Chubb showing different types of equipment and how it had been useful in previous case studies.
- Take up of telecare technology had not been mainstreamed in adult social care. Front line staff are not all on board with telecare and some feel it detracts from personal care. The service needs to promote it to staff as well as local communities and other agencies. Telecare is potentially a really positive option for people to help them live at home.
- Telecare also offers a financial savings for the county council.
- SCC has had a real oversupply of beds both health and social care. Social care workers had previously been reluctant to divert away from available beds. The council needs to get more creative with

ITEM 2

supporting people at home. Working with social care staff to help them be more creative.

- The Committee agreed that a 12-week free trial period for people who would benefit from equipment would be a good idea. Other boroughs and districts already offering this.
- However, concerns were raised about the potential for increasing social care debt after 12 weeks if there were people who could not afford to pay for the equipment.
- One Member raised concerns over a lack of personal contact if telecare equipment used. Worried that people who don't have friends or family could be lonely as a result. However, Telecare was described as complimentary to human contact rather than an alternative.
- Huge advantages for carers in offering support to them.
- North Yorkshire pilot was so successful they have rolled it out across the whole county.
- Anna Sartori noted reluctance to use telecare at first but said had given her so much more confidence and independence. The committee noted the benefit Telecare could provide.

60/10 ACCOMODATION STRATEGY [Item 9]

Witnesses:

Sarah Mitchell, Director Adult Social Care

Andrea Cannon, Supporting People Manager

Key Points Raised During the Discussion:

- The Supporting People Manager outlined that work was in progress with the Accommodation Strategy, which was agreed by the Adult Social Care Committee some time ago. Work had been done with boroughs and districts to agree a joint strategy, which everyone can sign up to.
- The Supporting People Manager flagged up specific concerns for Adult Social Care. The main one was 'needs mapping', which up to now had not been as robust as they would have liked.
- Need to undertake visual mapping to address accommodation needs and where housing was currently located. There are large sites in isolated areas, which had been there for a long time. Real tension in how we use these facilities.
- The Committee discussed the County's assets and requested an up to date picture of the asset strategy. The Asset management strategy was being developed and would be presented to the Committee.
- Need to assess what the voids are, financial implications for the voids, and then the Committee can move ahead with confidence. Need a culture change in approach to asset management.

ITEM 2

- Culture is slowly starting to change. Much stronger position than we were a few months ago.
- The Members queried whether it was possible to sell sheltered accommodation units. In response, the Committee were told this was not possible, as the Council does not own them. However there is a need to address what purposes these buildings are being used for.
- One Councillor raised significant concerns about the number of restrictions required before housing is built.

Recommendation

Asset Management Strategy to be added to the forward work programme to review accommodation that is not fit for purpose. **Action for Jen Stapley / Julie Fisher.**

61/10 LIVING WELL WITH DEMENTIA TASK GROUP [Item 11]

Witnesses:

John Furey, County Councillor

- County Councillor John Furey thanked all task group members and all witnesses who attended and helped draft the report and acknowledged the hard work of the Democratic Services Officer.
- John Furey gave a full introduction to the report and outlined the work the group had done.
- One of the most significant concerns of the Task Group was that of GP's ability to provide early diagnosis for dementia.
- Another high priority, identified by the Task Group was family and community resources available for Dementia sufferers and their supporters.
- Serious questions about funding raised throughout the report.
- One Member raised concerns with the use of the word Dementia. The Service noted that Croydon carer's service is called The Memory Service.
- The Committee noted the good report however stated that more financial information would have been useful.
- The Committee agreed all the recommendations with one minor addition, set out below.

Recommendation

- Add Strategy to Forward Work Programme towards to the end of the financial year – March 2011. **Action for Jen Stapley**
- That recommendation h is changed to read– That a council advice and Carer training scheme is established. **Action for Rachel Yexley.**

62/10 SOCIAL CARE DEBT UPDATE [ITEM 10]**Witnesses:**

Sarah Mitchell, Director of Adult Social Care

Bukky McGlynn, Customer Experience and Strategy Manager

Joe Wanyoni, Operations Manager-Financial Assessments and Benefits

Jacky Edwards, Principal Lawyer, Litigation and Employment

- The Committee was concerned at last meeting to find out the net overall value of property and requested that this be included in the next report.
- A significant proportion of the debt referred to legal sits with small number of high value cases and these are dealt with as priority cases by legal.
- The report now showed the amount recovered by legal net of costs. It was explained that the 31 cases with external solicitors has reduced to 18 as a result of “administration of estates” being brought back in-house. This will reduce external legal costs in future.
- Of the 96 open cases where Deputyship applications to the Court of Protection are either progressing or pending, 16 were the responsibility of Assistant director of Personal Care and Support.
- Last year all legal costs associated with Deputyship were conducted in house with no external legal costs incurred.
- Data was being pulled out of SAP, being formatted and re entered in the system. This will enable standard SAP database to be able to provide more information on level, age and status of debt. It is hoped this would improve the efficiency of the team.
- Currently just under 500,000 ‘open items’ where debits and credits have not been cleared. When data is extracted and re entered, this number will be 41,000 ‘open cases’ that will be much easier to manage.
- Both the Committee and Adult Social; Care colleagues want to increase the numbers of direct debit payments. Hoping to achieve a 60% target on direct debit payments through mailing service users who do not pay by direct debit. Most users have bank accounts so this would be appropriate.
- By the end of financial year 2010/11 the service is confident that Surrey County Council would be much closer to comparator authorities in terms of level of social care debt.
- Question raised on level of write off of debt. When will the level of debt be known? Team being set up to look at entire debt portfolio to assess which debt can be recovered. More information will be available in for the report in September on this.
- Members raised significant concerns about home collect debts some of which were very aged.

ITEM 2

- Members queried whether the Finance and Benefits team were going to be restructured and raised concerns whether this was timely given the improvements in debt collection since the team was established.
- The Committee would like to see how progress of legal cases can be improved and targets to be set.
- The Committee would like to see additional information on the cost of outsourcing Deputyship work and would like to investigate whether this would save the council money.
- The Committee would like to see a review of charging policy on community based care – Surrey is far too generous. Kent County Council and Trafford Council's income is far more than Surrey's.
- The Committee identified there is a need to ensure that, when a credit balance is found on client accounts, that there is a system in place to make sure that payments for the credit can be made.

Recommendation

That an update report be added to the forward work programme for September and that it includes information on the probable level of debt write off.

63/10 FORWARD WORK PROGRAMME / RECOMMENDATION TRACKER

- The Committee noted the recommendation tracker and the additional items on the forward work programme.

64/10 DATE OF NEXT MEETING

- The date of the next meeting is Wednesday 22 September

[Meeting ended: 13:05pm]

Chairman